

Clerical and Office Branch
General Clerical Group
Tax Supervisory Series

TAX CUSTOMER ACCOUNTS SUPERVISOR

01/04 (AIS)

General Purpose

Under general supervision, oversee tax-revenue related customer contact activities.

Typical Duties

Implement changes to the tax rolls made by the Central Appraisal District. Involves: Review operational activities, and develop and implement procedures. Establish work priorities, determine work distribution, and monitor work progress. Update information on current and prior years tax rolls by posting changes to add or remove exemptions, compute penalty and interest on taxpayer accounts, change property values, add or delete accounts, update ownership, and prorate accounts from exempt to taxable status or vice versa. Review and approve levy refunds and check amounts against supplemental batches. Assist with distribution of annual tax bills and provide corrected statements. Issue tax certificates and certified tax statements. Advise subordinates on tax regulations and departmental policies and procedures updates. Assist with effective tax rate calculations. Assist in coordination and implementation of yearly effective tax rate publications. Verify wire transfers and respond to audit verifications. Compile and maintain periodic financial reports.

Respond to unusual or complex inquiries or complaints. Involves: Investigate and resolve customer tax account problems. Provide accurate information regarding administrative policies and procedures and property tax code and laws to staff, city employees, officials, taxing entities and the public. Assist employees in dealing with hostile or distraught persons. Research and analyze account histories. Negotiate and enforce payments agreements with delinquent taxpayers. Notify appropriate personnel of web site updates as needed.

Supervise assigned subordinate staff. Involves: Schedule, assign, guide and check work. Review operational and procedural activities. Prioritize and coordinate unit activities. Appraise employee performance. Engage in or arrange for employee training and development. Enforce personnel rules and regulations, department policies, and work standards regarding attendance, safety practices and conduct. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

Perform related duties as required. Involves: Substitute, as qualified, for coworkers or immediate supervisor during temporary absences by performing specifically delegated functions to maintain continuity of operations, as assigned. Participate in special projects as assigned.

Knowledge, Abilities and Skills

- Considerable knowledge of customer relations, and grievance or conflict resolution techniques.
- Considerable knowledge of Texas property tax code and other applicable federal, state and local laws, regulations, rules and ordinances.
- Good knowledge of bookkeeping principles, methods and practices.
- Good knowledge of account reconciliation and data entry coding systems.
- Good knowledge of supervisory techniques.
- Ability to establish and maintain effective working relationships with staff, city employees, consultants, officials and the public, including irate people.
- Ability to accurately and quickly calculate figures and amounts such as penalties, interest, proportions and percentages.
- Ability to analyze, research and maintain taxpayer account records using automated accounting methods to comply with City and Tax Department policies and statutory requirements, and compile data and prepare reports.
- Ability to coordinate processing of a high volume of work and meet deadlines.
- Ability to impartially and firmly exercise delegate supervisory authority and enforce personnel rules.
- Skill in operation and care of personal computer or network station, and generic business productivity software or specialized accounting software.

Other Job Characteristics

- Occasional lifting and carrying of light weight objects (up to 25 pounds).

Minimum Qualifications

Education and Experience: Equivalent to a high school diploma or General Education Development (GED), plus five (5) years of experience of automated financial or tax record-keeping experience including three (3) years in customer service.

Special Requirements:

- Must be bondable.
- Must obtain certification from Texas Board of Tax Professional Examiners within the time limits specified by the Texas Property Taxation Professional Certification Act.

Human Resources Director

Department Head

OFFICIAL